

SERVICE SPECIFICATION

Staffordshire County Council (the “Council”) believe Community Managed/Community Delivered Libraries (“CMLs”) offer the greatest flexibility for communities, with access to the wider library network and a personalised service co-produced with the community to enable the community to have a library service that fully reflects their needs. CMLs will be supported by the Council and will remain part of the Council’s statutory Libraries and Arts Service.

This Service Specification is intended to ensure that there is a clear understanding of what is expected between the Council and the CMLs. It outlines the standard of service expected from CMLs and provides guidance to the support that will be provided by the Council. As part of this, it is intended that there will be a number of CMLs across Staffordshire, each receiving support and guidance from a member of Council staff.

Service Area	Details
Legal status of the CML	The CML must be led by a correctly constituted legal entity.
Length of service	For the purpose of this specification, the CML will operate for an Initial Term of five (5) years.
Property	<p>The Council will continue to own all property assets and will be responsible for procuring buildings insurance. The Council will perform periodical reviews of the Council property assets and be responsible for maintenance on the external fabric of the Premises.</p> <p>The Council may continue to perform grounds maintenance and cleaning to the CML, this is to be determined.</p> <p>The Council will lease the Premises to the CML for a peppercorn rent, on the basis that the CML continues to be run in accordance with this Service Specification. The terms of occupation for each Premise shall be as provided for in the lease.</p> <p>The Council will fund all utility costs up to a level agreed by both Parties prior to entering into a lease. This agreed level will be based on historical usage data.</p> <p>The Council will undertake periodical testing of the Premises to ensure the long term safety of the structure.</p> <p>The CML must ensure that the Community Library is open at agreed times and is to a clean standard by maintaining the interior of the Premises including any signage.</p> <p>The CML will ensure windows are cleaned and the entrance to the Premises is safe and clear during weather conditions such as ice, snow and rain.</p> <p>The CML will have the opportunity to tailor space within the Community Library to their needs provided that it is within the terms of this Services Specification and any other agreements for which the CML is subject to in relation to the Community Library, including the Lease.</p>

	<p>The CML must consult and seek permission from the Council for all property improvement projects and any proposals for improvement opportunities.</p> <p>The CML will have the opportunity to generate income through charging for meeting rooms and subletting any excess space in the Community Library subject to prior approval from the Council. In the event that the Community Library is used for any non-library activities, the CML will re-invest all income into the Community Library and will contribute towards utility costs.</p>
Health and Safety	<p>The CML is responsible for all health and safety related matters for the Premises and the Council will therefore require the CML to have a written health and safety policy in place.</p> <p>The CML will comply with the Health and Safety Guidance Document set out at Appendix A to this Schedule 1.</p> <p>The Council will also require the CML to have access to competent health and safety advice. The CML must either:</p> <ul style="list-style-type: none"> • identify a competent source of health and safety advice (i.e. an external health and safety consultant). This source must provide the CML with the relevant details identifying that they are competent and a corporate member of the Institute of Occupational Safety & Health (IOSH). This information should be provided to the Council's Library and Arts Service to ensure they are satisfied that the CML have access to competent health and safety advice including risk assessments for any hazards presented by the CML when they undertake any activities within the Community Library; and investigating and / or reporting any accidents that occur at the Premises; or • enter into a service level agreement with the Council's Health, Safety & Wellbeing Service that provides them with access to its Duty Officer Desk (for competent health and safety advice); access to the Council's health and safety arrangements; and assistance in investigating/reporting accidents to the Health and Safety Executive.
Assets	<p>Each CML will be provided with an inventory relating to the Equipment and Council Assets to be utilised by the CML in the delivery of the Community Library service. This is an indicative document and will be subject to review prior to final agreement.</p>
ICT	<p>The Council will provide the CML with the ICT provision required to operate an efficient library service. Network infrastructure and access to the Corporate Network will be provided to allow the Library Management System and other necessary systems to be operational. The Council will provide access to the Library Management System whereby its function and use will be agreed with each CML.</p> <p>The Council will provide at least one computer for administration purposes to each CML. The Council will continue to provide</p>

	<p>telephony assets and infrastructure.</p> <p>The Council will licence the existing core ICT assets to the CML for the duration of the Agreement as outlined in the agreed Equipment inventory register.</p> <p>The Council will continue to fund software licensing on all Council ICT assets. The CML has freedom to fund additional ICT hardware and software, however, this will not be funded or supported by the Council.</p> <p>It will not be possible to connect any additional devices to the Public Access Network therefore there will be no access available for network printing. Connection to the internet will be possible through the Council provided public Wi-Fi.</p> <p>The Council will provide and fund the library Wi-Fi which must remain free for the public to access.</p> <p>The Council will provide ICT policies which the CML must ensure all users adhere to.</p> <p>The Council will ensure that all computer equipment provided by the Council will be insured and safety tested.</p> <p>The Council has the option to refresh ICT assets that are provided by themselves at their own discretion.</p> <p>The Council has the option to replace any faulty ICT assets that are provided by the Council through the agreed ICT escalation path and provide technical support through the Council's ICT support channel.</p> <p>The Council will back up all data held/ used on the Council network.</p> <p>The Council will provide training to all volunteers on the correct usage of all necessary ICT, including but not limited to the Library Management System, Netloans and Kiosks. The CML will ensure all volunteers attend any training programs.</p> <p>The Council will lease at least one computer for public access in each CML. The CML will ensure that access to the computers for public use must remain free of charge and managed in accordance with existing Council arrangements.</p> <p>The CML will ensure that ICT assets are available to the public for their intended purposes and that the Library Management System is used in the correct and agreed manner.</p>
Record Keeping & Data	<p>As providers of a library service with access to Personal Data and the CML must agree to the provisions of the Council's Information Governance Reference Document.</p> <p>The CML must be responsible for the safe handling of the Council's Data and the CML must ensure that each volunteer signs the Volunteer Agreement to follow data processing principles and confidentiality.</p>

	<p>The Council will provide the CML with a template for the recording of relevant statistics and provide guidance on when statistics should be forwarded to the Council. This information will provide an important part of the monitoring of the CML to ensure it continues to provide a sustainable library service.</p>
Staffing / Volunteers	<p>The CML will need to ensure that appropriate staffing arrangements are in place during opening hours. The CML will create a framework for the selection of volunteers which will need to be agreed with the Council within X weeks of transfer. The CML will work with VAST and Support Staffordshire to source and manage volunteers.</p> <p>Named contact The CML will provide a named contact person(s) to liaise with the Council's library and Arts Service and to communicate with volunteers.</p> <p>Safeguarding The CML will ensure that all Staff are aware of their safeguarding responsibilities for children and vulnerable adults and that appropriate safeguarding policies are in place.</p> <p>The CML shall ensure compliance with the Safeguarding provisions as set out in the Agreement.</p>
Training / Support	<p>Training The Council will provide training in operating a Community Library and any associated systems (including LMS) during the initial implementation phase. It is expected that any subsequent volunteers will be trained by the CML internally.</p> <p>The Council will thereafter provide training on a similar basis for any updates or other changes to the LMS in future years at no extra cost.</p> <p>Support The Council will provide and maintain regular visits and telephone contact from a member of Staff to assist with any queries or problems.</p> <p>The Council will ensure there is a telephone contact available during normal weekday office hours (Monday to Friday 9-5pm). An additional contact will be made available on Saturday between 10am and 4pm. The CML has responsibility to inform the Council of any major disruptions to the service or Premises in a timely manner.</p> <p>As part of the training material, the Council will supply supplementary training materials. These materials are intended as prompts and therefore may not be exhaustive. The CML can add to these as required.</p> <p>The Council will ensure that any changes to the Council's library procedures are shared with the CML. The CML will be responsible for ensuring any necessary changes are made and shared with Staff.</p>

<p>Day to Day Operation of the Community Library</p>	<p>The Council will support the CML in their daily operations through a telephone helpdesk, van service and Staff.</p> <p>Service Standards for CML's will include:</p> <ol style="list-style-type: none"> 1. The CML will ensure library space is clean, tidy, safe and welcoming and that the Premises are well maintained. 2. The CML will ensure the library is open for the agreed opening times. Any changes to opening hours will be made in negotiation/discussion and agreement with the Council. 3. Any public access computers must be switched on and available during agreed opening hours. 4. The CML will welcome all library users and assist them with enquiries and basic library transactions. 5. Complaints procedure – the CML will respond to any complaint about its service. Where complaints are in relation to the Council's provisions, for example, relating to library stock, these will be referred to the Council. 6. The CML will escalate complaints that they cannot solve to the Council. 7. The CML will adopt all Council wide initiatives, for example, a Summer Reading Challenge. 8. The CML has the freedom to undertake fund raising activities so long as it can be demonstrated that all monies raised can benefit the library. 9. The CML will comply with stock rotation, fees and charges policies. The Council and the CML will work together to agree these policies. <p>The CML may run additional library events and activities to meet the needs of their local community.</p>
<p>Provision of book stock</p>	<p>The Council will supply books through an allocation of new books and access to refreshed stock. Such stock will remain the property of the Council and must be returned if the Agreement is terminated.</p> <p>The Council retains ownership of all stock currently allocated to the CML and any supplied by the Library Service subsequent to that date.</p> <p>The Library Service will centrally process new books and deliver them to the CML. The books will be provided with protective jackets, barcodes and RFID tags, ready to be displayed on the shelves.</p> <p>The books will be provided already catalogued according to the Council's Library and Arts Service requirements.</p> <p>Deliveries and collections of book stock</p> <p>The Council will ensure that there is a regular library delivery and collection service at least once a week, excluding Bank Holiday weeks (unless otherwise agreed). The CML must ensure items awaiting the delivery and collection service are packed, labelled and placed at agreed collection points according to instructions.</p>

Overdue Information, Fees and Charges	<p>For the avoidance of doubt, the CML must demonstrate that any income raised can benefit the library.</p> <p>The LMS system will provide overdue information and the CML will be responsible for the collection of overdue books borrowed from their library. Any monies collected will be kept by the CML.</p> <p>The CML must apply any fees and charges in line with this Service Specification and the Council's requirements. Damaged books from CML will be discarded and withdrawn by the Council.</p>
Branding / Marketing / Signage	<p>The CML will retain existing Council library signage.</p> <p>In consultation and agreement with the Council, the CML has the freedom to explore additional signage, however, approval will be required from the Council. Guidance will be provided on any other branding issues and appropriate templates will be provided. The CML will be responsible for any additional costs incurred.</p> <p>The CML will promote the library within the local community and will have freedom to develop a web page.</p>
Performance Monitoring and Review Procedure	<p>The Council and the CML will jointly review the performance of the services on an annual basis. In addition the Council's staff will visit the CML on a regular basis to provide guidance and support. Wherever possible help, support and advice will be given.</p> <p>Findings of the annual review will be shared with the CML in writing. The monitoring and review process will look at all aspects of the service provided by the CML in particular:</p> <ul style="list-style-type: none"> • Levels of use of the library and patterns of use; • Feedback from library users; • Compliance with book ordering and lending procedures; • Flexibility of the library service in meet changing demands; <p>and</p> <ul style="list-style-type: none"> • Financial viability and sustainability of the service. <p>If concerns about the service operation are raised by either Party then an improvement plan will jointly be agreed in writing.</p> <p>The Council will endeavour to work with the CML to ensure the improvement plan is a success but the Council reserves the right to end this Agreement should improvements not be made or the service declines to an unsustainable level.</p> <p>The CML has the right to end this Agreement if there are operational difficulties which prevent the service from being maintained.</p>
Named Contacts	TBC